

**Report Name:** Number of Medicaid Members Eligible for NEMT  
**Report Code:** MO-MME  
**Code Citation:** IC 12-15-30.5 (4)(a)(2)(A)

|                | Number of NEMT Eligible Members |
|----------------|---------------------------------|
| September 2023 | 273,246                         |

**Note:** Data reflects the number of Traditional Medicaid fee-for-service members for whom capitation payment was made for the NEMT covered service.

Broker Name: Verida, Inc.  
Report Name: Requests Received & Scheduled  
Report Code: MO-RRS  
Code Citation: IC 12-15-30.5-4 (a)(3)(A)

Experience Period>> 9/1/2023 - 9/30/2023

| Trip Status Count | Requests | Scheduled | % Scheduled | Fulfilled | % Fulfilled |
|-------------------|----------|-----------|-------------|-----------|-------------|
| Total             | 72,879   | 72,785    | 99.9%       | 57,767    | 79.3%       |

**Note:** Data reflects the number of ride requests made and the number scheduled/assigned to a transportation provider. A request may result in multiple scheduled trips.

**Broker Name:** Verida, Inc.  
**Report Name:** Member Call Center Performance  
**Report Code:** MO-MCC1  
**Code Citation:** IC 12-15-30.5-4 (a)(3)(B)

Experience Period>> 9/1/2023 - 9/30/2023

| Item No. | Data Description                          | Data Entry |
|----------|---|------------|
| 10       | Number of Calls Received                  | 42,447     |
| 11       | Number of Calls Answered                  | 41,358     |
| 12       | Average Handle Time                       | 04:12      |
| 13       | Percent of Calls Abandoned                | ✓ 2.57%    |
| 14       | After Hours On-Time Call Back %           | ✓ 100.0%   |
| 15       | Calls Resolved in First Call              | ✓ 98.0%    |
| 16       | Percentage of calls answered w/in 45 sec. | ✓ 87.6%    |
| 17       | Percentage of calls answered w/in 60 sec. | 89.8%      |

**Broker Name:** Verida, Inc.  
**Report Name:** Missed Trips  
**Report Code:** MO-MT  
**Code Citation:** IC 12-15-30.5-4 (a)(1)(B)i-iii

**Experience Period>>** 9/1/2023 -9/30/2023

| Trip Not Provided              | To Appt. Legs | From Appt. Legs | Grand Total  | Percent of Scheduled Rides |
|--------------------------------|---------------|-----------------|--------------|----------------------------|
| <i>Holiday Closure</i>         | 2             | 2               | 4            | 0.0%                       |
| <i>Inclement Wthr/Mbr</i>      | 0             | 0               | 0            | 0.0%                       |
| <i>Inclement Wthr/Provider</i> | 0             | 0               | 0            | 0.0%                       |
| <i>Member Cancelled</i>        | 2,171         | 2,389           | 4,560        | 6.3%                       |
| <i>Member Deceased</i>         | 103           | 103             | 206          | 0.3%                       |
| <i>Member Hospitalized</i>     | 203           | 211             | 414          | 0.6%                       |
| <i>Member No-show</i>          | 334           | 467             | 801          | 1.1%                       |
| <i>Member Too Sick</i>         | 263           | 284             | 547          | 0.8%                       |
| <i>No Provider Assigned</i>    | 597           | 599             | 1,196        | 1.6%                       |
| <i>Provider No-Show</i>        | 113           | 148             | 261          | 0.4%                       |
| <i>Provider Too Late</i>       | 19            | 25              | 44           | 0.1%                       |
| <b>Grand Total</b>             | <b>3,805</b>  | <b>4,228</b>    | <b>8,033</b> | <b>11.2%</b>               |

**Note:** Data reflects the status of the trip on the date of the scheduled trip.

**Broker Name:** Verida, Inc.  
**Report Name:** Missed Trips by Residence  
**Report Code:** MO-CSR  
**Code Citation:** IC 12-15-30.5-4 (a)(1)(B)

Experience Period>> **9/1/2023 - 9/30/2023**

| Missed Trips by Res. Types                   | To Appt. Legs | From Appt. Legs | Grand Total  | Percent of Scheduled Rides |
|--|---------------|-----------------|--------------|----------------------------|
| <i>Own Home</i>                              | 3,576         | 3,975           | 7,551        | 10.4%                      |
| <i>Nursing Facility/<br/>Assisted Living</i> | 209           | 229             | 438          | 0.6%                       |
| <i>Hospital/Rehab</i>                        | 1             | 2               | 3            | 0.0%                       |
| <i>Other Res. Facility</i>                   | 1             | 1               | 2            | 0.0%                       |
| <i>Other (List below)</i>                    |               |                 |              | 0.0%                       |
| <i>Shelter</i>                               | 1             | 3               | 4            | 0.0%                       |
| <i>Hotel</i>                                 | 17            | 18              | 35           | 0.0%                       |
| <b>Grand Total</b>                           | <b>3,805</b>  | <b>4,228</b>    | <b>8,033</b> | <b>11.0%</b>               |

**Note:** Data reflects the status of the trip on the date of the scheduled trip.

**Broker Name:** Verida, Inc.  
**Report Name:** Send Backs Summary  
**Report Code:** MO-SBS  
**Code Citation:** IC 12-15-30.5-4 (a)(1)(B)v

**Experience Period>>** 9/1/2023 - 9/30/2023

| Total Assigned Trips | Total # of Sendbacks by Providers | Total % Assigned Trips Sent Back | Late Sendbacks (<=48 hours) |                  |   |   | Timely Sendbacks (>48 hours) |                          |   |   |
|----------------------|-----------------------------------|----------------------------------|-----------------------------|------------------|---|---|------------------------------|--------------------------|---|---|
|                      |                                   |                                  | # Late Sendbacks            | % Late Sendbacks | # Late Sendbacks Successfully Re-assigned | % Late Sendbacks Successfully Re-assigned | Number Timely Sendbacks      | Percent Timely Sendbacks | # Timely Sendbacks Successfully Re-assigned | % Timely Sendbacks Successfully Re-assigned |
| 39,830               | 5,516                             | 13.85%                           | 1,101                       | 19.96%           | 865                                       | 78.56%                                    | 4,415                        | 80.04%                   | 3,916                                       | 88.70%                                      |

**Note:** Data reflects the number of trips during the month that were sent back and were not re-assigned to another transportation provider by the date of the scheduled trip. All trips were initially assigned to a transportation provider.

Verida, Inc.  
 Complaint Summary  
 MO-CS  
 IC 12-15-30.5-4 (a)(1)(D)i-ii

|                     |                      |
|---------------------|----------------------|
| Experience Period>> | 9/1/2023 - 9/30/2023 |
|---------------------|----------------------|

| Description   | Data Entry     |
|---|----------------|
| <i>Number of Complaints Received this Reporting Period</i>  | 14             |
| <i>Number of Complaints Acknowledged Received within One (1) Business Day in this Reporting Period</i>  | 14             |
| <i>Percent of Complaints Acknowledged within One (1) Business Day for this Reporting Period</i>   | <b>100.00%</b> |
| <i>Number of Complaints Received in the Reporting Period that <b>Were</b> Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>     | 14             |
| <i>Number of Complaints Received in the Reporting Period that <b>Were Not</b> Investigated, Remediated, and Closed within 15 Business Days of Receipt</i> | 0              |
| <i>Percent of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>           | <b>100.00%</b> |

**Note:** Data includes complaints or concerns directed to FSSA and to Verida. A contact may include 1 or more issues.

**Broker Name:** Verida, Inc.  
**Report Name:** Complaint Summary by Residence  
**Report Code:** MO-CSR  
**Code Citation:** IC 12-15-30.5 (4)(a)(1)(D)iii

Experience Period>> **9/1/2023 - 9/30/2023**

| <b>Complaints by Member residence</b><br>See IC12-15-30.5-4 | <b>Grand Total</b> | <b>Percent of All Complaints</b> |
|---|--------------------|----------------------------------|
| <i>Own Home</i>   | 14                 | 100.0%                           |
| <i>Nursing Facility/</i>                                    |                    | 0.0%                             |
| <i>Ast. Liv</i>   | 0                  | 0.0%                             |
| <i>Hospital/Rehab</i>                                       |                    | 0.0%                             |
| <i>Other Res. Facility</i>                                  |                    | 0.0%                             |
| <i>Other (list below)</i>                                   |                    | 0.0%                             |
|   |                    |                                  |
|   |                    |                                  |
| <b>Grand Total</b>  | <b>14</b>          | <b>100%</b>                      |

**Note:** Data reflects the residence type for the complaints or concerns directed to FSSA and to Verida.



**Broker Name:** Verida, Inc.  
**Report Name:** Complaints & Appeals  
**Report Code:** MO-MCA1  
**Code Citation:** IC 12-15-30.5 (4)(a)(3)(E)

|                     |                      |
|---------------------|----------------------|
| Experience Period>> | 9/1/2023 - 9/30/2023 |
|---------------------|----------------------|

**COMPLAINTS**

| Description   | Data Entry |
|---|------------|
| <i>Number of Complaints Received this Reporting Period</i>  | 14         |
| <i>Number of Complaints Acknowledged Received within One (1) Business Day in this Reporting Period</i>  | 14         |
| <i>Percent of Complaints Acknowledged within One (1) Business Day for this Reporting Period</i>   | 100.0%     |
| <i>Number of Complaints Received in the Reporting Period that <b>Were</b> Investigated, Remediated, and Closed within 15 Business Days of</i>             | 14         |
| <i>Number of Complaints Received in the Reporting Period that <b>Were Not</b> Investigated, Remediated, and Closed within 15 Business Days of Receipt</i> | 0          |
| <i>Percent of Complaints Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>           | 100.0%     |

**APPEALS**

| Item No. | Details  | Data Entry |
|----------|--|------------|
| 7        | <i>Number of Appeals Received this Reporting Period</i>  | 0          |
| 8        | <i>Number of Appeals Acknowledged Received within One (1) Business Day in this Reporting Period</i>  | 0          |
| 9        | <i>Percent of Appeals Acknowledged within One (1) Business Day for this Reporting Period</i>   | NA         |
| 10       | <i>Number of Appeals Received in the Reporting Period that <b>Were</b> Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>     | 0          |
| 11       | <i>Number of Appeals Received in the Reporting Period that <b>Were Not</b> Investigated, Remediated, and Closed within 15 Business Days of Receipt</i> | 0          |
| 12       | <i>Percent of Appeals Received in the Reporting Period that Were Investigated, Remediated, and Closed within 15 Business Days of Receipt</i>           | NA         |

**Note:** Data includes the number of complaints received during the reporting month. One complaint may have one or more concerns.

Broker Name: Verida, Inc.

Report Name: Program Integrity Audits & Investigations

Report Code: MO-PIIS

Code Citation: IC 12-15-30.5 (4)(a)(3)(D)

Experience Period>> 9/1/2023 - 9/30/2023

| <i>Date Initiated</i> | <i>Provider Name</i> | <i>Driver(s), if Appropriate</i> | <i>Summary of Reason for Audit/Investigation</i> | <i>Actions Taken</i> | <i>Date Completed</i> | <i>Non-Contracted</i> | <i>Projected Activity for Next Month</i> |
|-----------------------|----------------------|----------------------------------|--|----------------------|-----------------------|-----------------------|--|
| NONE                  |                      |                                  |  |                      |                       |                       |  |
|                       |                      |                                  |  |                      |                       |                       |  |
|                       |                      |                                  |  |                      |                       |                       |  |

Report Name: Number of NEMT Vehicles by County  
 Report Code: MO-VC  
 Submission Date: 10/31/2023  
 Code Citation: IC 12-15-30.5-4 (a)(1)(A)

| Experience Period >> |            | 9/1/2023 - 9/30/2023  |                                 |                    |                |               |                     |       |
|----------------------|------------|-----------------------|---------------------------------|--------------------|----------------|---------------|---------------------|-------|
| County               | Ambulatory | Ambulatory/Wheelchair | Ambulatory/Wheelchair/Stretcher | Basic Life Support | Non-Contracted | Stretcher van | Wheelchair Lift Van | Total |
| Adams                | 7          | 7                     |                                 |                    | 1              |               |                     | 15    |
| Allen                | 27         | 84                    |                                 |                    | 2              |               |                     | 113   |
| Bartholomew          | 17         | 5                     |                                 |                    | 1              |               |                     | 23    |
| Benton               |            | 2                     |                                 |                    |                |               |                     | 2     |
| Blackford            | 4          | 16                    |                                 |                    |                |               |                     | 20    |
| Boone                | 7          | 25                    |                                 |                    | 2              |               |                     | 34    |
| Brown                | 1          |                       |                                 |                    |                |               |                     | 1     |
| Carroll              | 4          | 4                     |                                 |                    |                |               |                     | 8     |
| Cass                 | 9          | 19                    |                                 |                    |                |               |                     | 28    |
| Clark                | 6          | 34                    |                                 |                    | 1              |               |                     | 41    |
| Clay                 | 2          | 7                     |                                 |                    |                |               |                     | 9     |
| Clinton              | 3          | 9                     |                                 |                    | 1              |               |                     | 13    |
| Crawford             | 1          | 2                     |                                 |                    |                |               |                     | 3     |
| Daviess              | 1          | 12                    |                                 |                    |                |               |                     | 13    |
| Dearborn             | 4          | 12                    |                                 |                    | 1              |               |                     | 17    |
| Decatur              | 4          | 2                     |                                 |                    | 1              |               |                     | 7     |
| DeKalb               | 7          | 22                    |                                 |                    | 1              |               |                     | 30    |
| Delaware             | 18         | 34                    |                                 |                    | 2              |               |                     | 54    |
| Dubois               | 5          | 18                    |                                 |                    |                |               |                     | 23    |
| Elkhart              | 9          | 31                    |                                 |                    | 3              |               |                     | 43    |
| Fayette              | 4          | 23                    |                                 |                    |                |               |                     | 27    |
| Floyd                | 6          | 30                    |                                 |                    | 1              |               |                     | 37    |
| Fountain             | 4          | 5                     |                                 |                    |                |               |                     | 9     |
| Franklin             | 1          | 2                     |                                 |                    |                |               |                     | 3     |

|            |    |     |  |  |   |  |     |
|------------|----|-----|--|--|---|--|-----|
| Fulton     | 1  | 5   |  |  |   |  | 6   |
| Gibson     | 2  | 10  |  |  |   |  | 12  |
| Grant      | 23 | 33  |  |  | 1 |  | 57  |
| Greene     | 4  | 10  |  |  | 1 |  | 15  |
| Hamilton   | 34 | 50  |  |  | 2 |  | 86  |
| Hancock    | 3  | 18  |  |  | 1 |  | 22  |
| Harrison   | 3  | 14  |  |  |   |  | 17  |
| Hendricks  | 8  | 19  |  |  | 3 |  | 30  |
| Henry      | 2  | 15  |  |  | 1 |  | 18  |
| Howard     | 19 | 16  |  |  | 2 |  | 37  |
| Huntington | 6  | 26  |  |  | 1 |  | 33  |
| Jackson    | 9  | 7   |  |  | 2 |  | 18  |
| Jasper     | 2  | 2   |  |  | 1 |  | 5   |
| Jay        | 1  | 12  |  |  | 1 |  | 14  |
| Jefferson  | 3  | 12  |  |  | 1 |  | 16  |
| Jennings   | 7  | 4   |  |  | 1 |  | 12  |
| Johnson    | 20 | 25  |  |  | 3 |  | 48  |
| Knox       | 4  | 28  |  |  | 1 |  | 33  |
| Kosciusko  | 5  | 13  |  |  |   |  | 18  |
| LaGrange   | 2  | 8   |  |  |   |  | 10  |
| Lake       | 45 | 25  |  |  | 2 |  | 72  |
| LaPorte    | 24 | 19  |  |  | 2 |  | 45  |
| Lawrence   | 9  | 6   |  |  | 2 |  | 17  |
| Madison    | 12 | 27  |  |  | 2 |  | 41  |
| Marion     | 91 | 105 |  |  | 3 |  | 199 |
| Marshall   | 6  | 20  |  |  | 2 |  | 28  |
| Martin     | 1  | 5   |  |  |   |  | 6   |
| Miami      | 13 | 3   |  |  |   |  | 16  |
| Monroe     | 4  | 23  |  |  | 2 |  | 29  |
| Montgomery | 4  | 10  |  |  |   |  | 14  |
| Morgan     | 1  | 10  |  |  | 3 |  | 14  |
| Newton     |    | 1   |  |  |   |  | 1   |
| Noble      | 8  | 25  |  |  | 1 |  | 34  |

|             |    |    |  |  |   |  |  |    |
|-------------|----|----|--|--|---|--|--|----|
| Ohio        | 2  | 3  |  |  |   |  |  | 5  |
| Orange      | 4  | 14 |  |  | 1 |  |  | 19 |
| Owen        | 3  | 8  |  |  | 2 |  |  | 13 |
| Parke       | 3  | 3  |  |  | 1 |  |  | 7  |
| Perry       | 4  | 7  |  |  | 1 |  |  | 12 |
| Pike        |    | 6  |  |  |   |  |  | 6  |
| Porter      | 23 | 19 |  |  | 2 |  |  | 44 |
| Posey       | 2  | 8  |  |  |   |  |  | 10 |
| Pulaski     |    | 2  |  |  | 1 |  |  | 3  |
| Putnam      | 2  | 6  |  |  | 1 |  |  | 9  |
| Randolph    | 2  | 15 |  |  | 1 |  |  | 18 |
| Ripley      | 6  | 12 |  |  |   |  |  | 18 |
| Rush        | 1  | 5  |  |  |   |  |  | 6  |
| Scott       | 8  | 11 |  |  | 1 |  |  | 20 |
| Shelby      |    | 6  |  |  | 2 |  |  | 8  |
| Spencer     | 1  | 6  |  |  | 2 |  |  | 9  |
| St.Joseph   | 16 | 33 |  |  | 3 |  |  | 52 |
| Starke      | 5  | 4  |  |  | 1 |  |  | 10 |
| Steuben     | 6  | 9  |  |  | 1 |  |  | 16 |
| Sullivan    | 2  | 6  |  |  |   |  |  | 8  |
| Switzerland | 1  | 4  |  |  | 1 |  |  | 6  |
| Tippecanoe  | 24 | 27 |  |  | 2 |  |  | 53 |
| Tipton      | 1  | 2  |  |  |   |  |  | 3  |
| Union       |    | 11 |  |  |   |  |  | 11 |
| Vanderburgh | 14 | 36 |  |  | 2 |  |  | 52 |
| Vermillion  | 5  | 7  |  |  | 1 |  |  | 13 |
| Vigo        | 14 | 21 |  |  | 2 |  |  | 37 |
| Wabash      | 5  | 2  |  |  |   |  |  | 7  |
| Warren      |    | 4  |  |  |   |  |  | 4  |
| Warrick     | 10 | 29 |  |  | 2 |  |  | 41 |
| Washington  |    | 6  |  |  | 1 |  |  | 7  |
| Wayne       | 10 | 30 |  |  | 2 |  |  | 42 |
| Wells       | 1  | 25 |  |  |   |  |  | 26 |

|         |   |    |  |  |   |  |  |    |
|---------|---|----|--|--|---|--|--|----|
| White   | 5 | 7  |  |  | 1 |  |  | 13 |
| Whitley | 2 | 12 |  |  | 1 |  |  | 15 |

Broker Name: Verida, Inc.

Experience Period >>

9/1/2023 - 9/30/2023

Report Name: Claims Processing Summary

Report Code: MO-S1

Code Citation: IC 12-15-30.5 (4)(a)(3)(C)

| Item #                           | Measure  | CMS1500         |                |
|----------------------------------|--|-----------------|----------------|
|                                  |  | In-Network      | Out-Of-Network |
| 1                                | Total Submitted Dollars (not paid amount)  | \$ 1,978,203.21 |                |
| <b>Clean Claims Received</b>     |  |                 |                |
| 2                                | Electronic   | 35,276          |                |
| 3                                | Paper  | 21,017          |                |
|                                  | <b>Total (calculated)</b>  | <b>56,293</b>   | <b>0</b>       |
| <b>Clean Claims Adjudicated</b>  |  |                 |                |
| 4                                | Paid On Time   | 52,973          |                |
| 5                                | Paid Late  | 0               |                |
| 6                                | Denied   | 3,320           |                |
|                                  | <b>Denial Rate (calculated)</b>  | <b>6.27%</b>    | <b>#DIV/0!</b> |
| <b>Claims Paid With Interest</b> |  |                 |                |
| 7                                | Total Number of Claims Paid With Interest  | 0               |                |
| 8                                | Total Dollar Amount of Interest Paid   | \$0.00          |                |
| <b>Claims Lag</b>                |  |                 |                |
| 9                                | Average number of days between the last date of service on claim and MCE's receipt of claim from provider. | 33              |                |
| 10                               | Average number of days between the receipt date on claim and the adjudication date.                        | 16              |                |
| 11                               | Average number of days from the adjudication date to payment (remittance advice) date.                     | 16              |                |
| 12                               | Clean Claims Adjudicated and Submitted as Encounters to GWT  | 41,621          |                |
| 13                               | Clean Claims Accepted by GWT   | 41,621          |                |
| 14                               | Clean Claims Rejected by GWT   | 0               |                |
|                                  | <b>Acceptance Rate (calculated)</b>  | <b>100.0%</b>   | <b>#DIV/0!</b> |

**Top Denial Reasons Count**

| Item No. | Reason                         | # in Reporting Period |
|----------|--------------------------------|-----------------------|
| 25       | Altered Document               | 872                   |
| 26       | Space Distance Variance        | 705                   |
| 27       | Reading                        | 220                   |
| 28       | Missing or Invalid Time        | 168                   |
| 29       | Service not provided to member | 159                   |
| 30       | Unauthorized Vehicle           | 123                   |
| 31       | Unauthorized Driver            | 120                   |
| 32       | Missing Mobility               | 118                   |
| 33       | Missing License Plate Number   | 108                   |
| 34       | Other                          | 727                   |
| 35       | <b>Total</b>                   | <b>3,320</b>          |

Report Name: Number of NEMT Vehicles by County Ratio

Experience Period>> 9/1/2023 - 9/30/2023

Report Code: MO-VBCR

Submission Date: 10/31/2023

Code Citation: IC 12-15-30.5-4 (a)(2)(B)

| County      | Ambulatory | Ambulatory / Wheelchair | Ambulatory / Wheelchair / Stretcher | Basic Life Support | Non-Contracted | Stretcher Van | Wheelchair Lift Van | Total Vehicles | Capitated Members | member : vehicle ratio for all vehicle types | Ambulatory | Ambulatory / Wheelchair | Ambulatory / Wheelchair / Stretcher | Basic Life Support | Non-Contracted | Stretcher Van | Wheelchair Lift Van |
|-------------|------------|-------------------------|-------------------------------------|--------------------|----------------|---------------|---------------------|----------------|-------------------|--|------------|-------------------------|-------------------------------------|--------------------|----------------|---------------|---------------------|
| Adams       | 7          | 7                       |                                     |                    | 1              |               |                     | 15             | 1072              | 71.47  | 153.14     | 153.14                  | #DIV/0!                             | #DIV/0!            | 1072.00        | #DIV/0!       | #DIV/0!             |
| Allen       | 27         | 84                      |                                     |                    | 2              |               |                     | 113            | 16431             | 145.41                                       | 608.56     | 195.61                  | #DIV/0!                             | #DIV/0!            | 8215.50        | #DIV/0!       | #DIV/0!             |
| Bartholomew | 17         | 5                       |                                     |                    | 1              |               |                     | 23             | 3168              | 137.74                                       | 186.35     | 633.60                  | #DIV/0!                             | #DIV/0!            | 3168.00        | #DIV/0!       | #DIV/0!             |
| Benton      |            | 2                       |                                     |                    |                |               |                     | 2              | 353               | 176.50                                       | #DIV/0!    | 176.50                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Blackford   | 4          | 16                      |                                     |                    |                |               |                     | 20             | 596               | 29.80  | 149.00     | 37.25                   | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Boone       | 7          | 25                      |                                     |                    | 2              |               |                     | 34             | 1716              | 50.47  | 245.14     | 68.64                   | #DIV/0!                             | #DIV/0!            | 858.00         | #DIV/0!       | #DIV/0!             |
| Brown       | 1          |                         |                                     |                    |                |               |                     | 1              | 582               | 582.00                                       | 582.00     | #DIV/0!                 | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Carroll     | 4          | 4                       |                                     |                    |                |               |                     | 8              | 616               | 77.00  | 154.00     | 154.00                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Cass        | 9          | 19                      |                                     |                    |                |               |                     | 28             | 1960              | 70.00  | 217.78     | 103.16                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Clark       | 6          | 34                      |                                     |                    | 1              |               |                     | 41             | 5315              | 129.63                                       | 885.83     | 156.32                  | #DIV/0!                             | #DIV/0!            | 5315.00        | #DIV/0!       | #DIV/0!             |
| Clay        | 2          | 7                       |                                     |                    |                |               |                     | 9              | 1126              | 125.11                                       | 563.00     | 160.86                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Clinton     | 3          | 9                       |                                     |                    | 1              |               |                     | 13             | 1244              | 95.69  | 414.67     | 138.22                  | #DIV/0!                             | #DIV/0!            | 1244.00        | #DIV/0!       | #DIV/0!             |
| Crawford    | 1          | 2                       |                                     |                    |                |               |                     | 3              | 534               | 178.00                                       | 534.00     | 267.00                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Daviess     | 1          | 12                      |                                     |                    |                |               |                     | 13             | 1342              | 103.23                                       | 1342.00    | 111.83                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Dearborn    | 4          | 12                      |                                     |                    | 1              |               |                     | 17             | 1600              | 94.12  | 400.00     | 133.33                  | #DIV/0!                             | #DIV/0!            | 1600.00        | #DIV/0!       | #DIV/0!             |
| Decatur     | 4          | 2                       |                                     |                    | 1              |               |                     | 7              | 1141              | 163.00                                       | 285.25     | 570.50                  | #DIV/0!                             | #DIV/0!            | 1141.00        | #DIV/0!       | #DIV/0!             |
| DeKalb      | 7          | 22                      |                                     |                    | 1              |               |                     | 30             | 1473              | 49.10  | 210.43     | 66.95                   | #DIV/0!                             | #DIV/0!            | 1473.00        | #DIV/0!       | #DIV/0!             |
| Delaware    | 18         | 34                      |                                     |                    | 2              |               |                     | 54             | 5634              | 104.33                                       | 313.00     | 165.71                  | #DIV/0!                             | #DIV/0!            | 2817.00        | #DIV/0!       | #DIV/0!             |
| Dubois      | 5          | 18                      |                                     |                    |                |               |                     | 23             | 1512              | 65.74  | 302.40     | 84.00                   | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Elkhart     | 9          | 31                      |                                     |                    | 3              |               |                     | 43             | 6685              | 155.47                                       | 742.78     | 215.65                  | #DIV/0!                             | #DIV/0!            | 2228.33        | #DIV/0!       | #DIV/0!             |
| Fayette     | 4          | 23                      |                                     |                    |                |               |                     | 27             | 1804              | 66.81  | 451.00     | 78.43                   | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Floyd       | 6          | 30                      |                                     |                    | 1              |               |                     | 37             | 3283              | 88.73  | 547.17     | 109.43                  | #DIV/0!                             | #DIV/0!            | 3283.00        | #DIV/0!       | #DIV/0!             |
| Fountain    | 4          | 5                       |                                     |                    |                |               |                     | 9              | 648               | 72.00  | 162.00     | 129.60                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Franklin    | 1          | 2                       |                                     |                    |                |               |                     | 3              | 893               | 297.67                                       | 893.00     | 446.50                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Fulton      | 1          | 5                       |                                     |                    |                |               |                     | 6              | 791               | 131.83                                       | 791.00     | 158.20                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Gibson      | 2          | 10                      |                                     |                    |                |               |                     | 12             | 1318              | 109.83                                       | 659.00     | 131.80                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Grant       | 23         | 33                      |                                     |                    | 1              |               |                     | 57             | 3653              | 64.09  | 158.83     | 110.70                  | #DIV/0!                             | #DIV/0!            | 3653.00        | #DIV/0!       | #DIV/0!             |
| Greene      | 4          | 10                      |                                     |                    | 1              |               |                     | 15             | 1408              | 93.87  | 352.00     | 140.80                  | #DIV/0!                             | #DIV/0!            | 1408.00        | #DIV/0!       | #DIV/0!             |
| Hamilton    | 34         | 50                      |                                     |                    | 2              |               |                     | 86             | 6698              | 77.88  | 197.00     | 133.96                  | #DIV/0!                             | #DIV/0!            | 3349.00        | #DIV/0!       | #DIV/0!             |
| Hancock     | 3          | 18                      |                                     |                    | 1              |               |                     | 22             | 2356              | 107.09                                       | 785.33     | 130.89                  | #DIV/0!                             | #DIV/0!            | 2356.00        | #DIV/0!       | #DIV/0!             |
| Harrison    | 3          | 14                      |                                     |                    |                |               |                     | 17             | 1425              | 83.82  | 475.00     | 101.79                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Hendricks   | 8          | 19                      |                                     |                    | 3              |               |                     | 30             | 4326              | 144.20                                       | 540.75     | 227.68                  | #DIV/0!                             | #DIV/0!            | 1442.00        | #DIV/0!       | #DIV/0!             |
| Henry       | 2          | 15                      |                                     |                    | 1              |               |                     | 18             | 2383              | 132.39                                       | 1191.50    | 158.87                  | #DIV/0!                             | #DIV/0!            | 2383.00        | #DIV/0!       | #DIV/0!             |
| Howard      | 19         | 16                      |                                     |                    | 2              |               |                     | 37             | 3848              | 104.00                                       | 202.53     | 240.50                  | #DIV/0!                             | #DIV/0!            | 1924.00        | #DIV/0!       | #DIV/0!             |
| Huntington  | 6          | 26                      |                                     |                    | 1              |               |                     | 33             | 1498              | 45.39  | 249.67     | 57.62                   | #DIV/0!                             | #DIV/0!            | 1498.00        | #DIV/0!       | #DIV/0!             |



| County      | Ambulatory | Ambulatory / Wheelchair | Ambulatory / Wheelchair / Stretcher | Basic Life Support | Non-Contracted | Stretcher Van | Wheelchair Lift Van | Total Vehicles | Capitated Members | member : vehicle ratio for all vehicle types | Ambulatory | Ambulatory / Wheelchair | Ambulatory / Wheelchair / Stretcher | Basic Life Support | Non-Contracted | Stretcher Van | Wheelchair Lift Van |
|-------------|------------|-------------------------|-------------------------------------|--------------------|----------------|---------------|---------------------|----------------|-------------------|--|------------|-------------------------|-------------------------------------|--------------------|----------------|---------------|---------------------|
| Jackson     | 9          | 7                       |                                     |                    | 2              |               |                     | 18             | 2079              | 115.50                                       | 231.00     | 297.00                  | #DIV/0!                             | #DIV/0!            | 1039.50        | #DIV/0!       | #DIV/0!             |
| Jasper      | 2          | 2                       |                                     |                    | 1              |               |                     | 5              | 1112              | 222.40                                       | 556.00     | 556.00                  | #DIV/0!                             | #DIV/0!            | 1112.00        | #DIV/0!       | #DIV/0!             |
| Jay         | 1          | 12                      |                                     |                    | 1              |               |                     | 14             | 928               | 66.29  | 928.00     | 77.33                   | #DIV/0!                             | #DIV/0!            | 928.00         | #DIV/0!       | #DIV/0!             |
| Jefferson   | 3          | 12                      |                                     |                    | 1              |               |                     | 16             | 1499              | 93.69  | 499.67     | 124.92                  | #DIV/0!                             | #DIV/0!            | 1499.00        | #DIV/0!       | #DIV/0!             |
| Jennings    | 7          | 4                       |                                     |                    | 1              |               |                     | 12             | 1554              | 129.50                                       | 222.00     | 388.50                  | #DIV/0!                             | #DIV/0!            | 1554.00        | #DIV/0!       | #DIV/0!             |
| Johnson     | 20         | 25                      |                                     |                    | 3              |               |                     | 48             | 5205              | 108.44                                       | 260.25     | 208.20                  | #DIV/0!                             | #DIV/0!            | 1735.00        | #DIV/0!       | #DIV/0!             |
| Knox        | 4          | 28                      |                                     |                    | 1              |               |                     | 33             | 1972              | 59.76  | 493.00     | 70.43                   | #DIV/0!                             | #DIV/0!            | 1972.00        | #DIV/0!       | #DIV/0!             |
| Kosciusko   | 5          | 13                      |                                     |                    |                |               |                     | 18             | 2346              | 130.33                                       | 469.20     | 180.46                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| LaGrange    | 2          | 8                       |                                     |                    |                |               |                     | 10             | 760               | 76.00  | 380.00     | 95.00                   | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Lake        | 45         | 25                      |                                     |                    | 2              |               |                     | 72             | 19821             | 275.29                                       | 440.47     | 792.84                  | #DIV/0!                             | #DIV/0!            | 9910.50        | #DIV/0!       | #DIV/0!             |
| LaPorte     | 24         | 19                      |                                     |                    | 2              |               |                     | 45             | 4307              | 95.71  | 179.46     | 226.68                  | #DIV/0!                             | #DIV/0!            | 2153.50        | #DIV/0!       | #DIV/0!             |
| Lawrence    | 9          | 6                       |                                     |                    | 2              |               |                     | 17             | 2155              | 126.76                                       | 239.44     | 359.17                  | #DIV/0!                             | #DIV/0!            | 1077.50        | #DIV/0!       | #DIV/0!             |
| Madison     | 12         | 27                      |                                     |                    | 2              |               |                     | 41             | 6751              | 164.66                                       | 562.58     | 250.04                  | #DIV/0!                             | #DIV/0!            | 3375.50        | #DIV/0!       | #DIV/0!             |
| Marion      | 91         | 105                     |                                     |                    | 3              |               |                     | 199            | 51082             | 256.69                                       | 561.34     | 486.50                  | #DIV/0!                             | #DIV/0!            | 17027.33       | #DIV/0!       | #DIV/0!             |
| Marshall    | 6          | 20                      |                                     |                    | 2              |               |                     | 28             | 1534              | 54.79  | 255.67     | 76.70                   | #DIV/0!                             | #DIV/0!            | 767.00         | #DIV/0!       | #DIV/0!             |
| Martin      | 1          | 5                       |                                     |                    |                |               |                     | 6              | 767               | 127.83                                       | 767.00     | 153.40                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Miami       | 13         | 3                       |                                     |                    |                |               |                     | 16             | 1331              | 83.19  | 102.38     | 443.67                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Monroe      | 4          | 23                      |                                     |                    | 2              |               |                     | 29             | 4240              | 146.21                                       | 1060.00    | 184.35                  | #DIV/0!                             | #DIV/0!            | 2120.00        | #DIV/0!       | #DIV/0!             |
| Montgomery  | 4          | 10                      |                                     |                    |                |               |                     | 14             | 1472              | 105.14                                       | 368.00     | 147.20                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Morgan      | 1          | 10                      |                                     |                    | 3              |               |                     | 14             | 2633              | 188.07                                       | 2633.00    | 263.30                  | #DIV/0!                             | #DIV/0!            | 877.67         | #DIV/0!       | #DIV/0!             |
| Newton      |            | 1                       |                                     |                    |                |               |                     | 1              | 458               | 458.00                                       | #DIV/0!    | 458.00                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Noble       | 8          | 25                      |                                     |                    | 1              |               |                     | 34             | 1679              | 49.38  | 209.88     | 67.16                   | #DIV/0!                             | #DIV/0!            | 1679.00        | #DIV/0!       | #DIV/0!             |
| Ohio        | 2          | 3                       |                                     |                    |                |               |                     | 5              | 222               | 44.40  | 111.00     | 74.00                   | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Orange      | 4          | 14                      |                                     |                    | 1              |               |                     | 19             | 1139              | 59.95  | 284.75     | 81.36                   | #DIV/0!                             | #DIV/0!            | 1139.00        | #DIV/0!       | #DIV/0!             |
| Owen        | 3          | 8                       |                                     |                    | 2              |               |                     | 13             | 951               | 73.15  | 317.00     | 118.88                  | #DIV/0!                             | #DIV/0!            | 475.50         | #DIV/0!       | #DIV/0!             |
| Parke       | 3          | 3                       |                                     |                    | 1              |               |                     | 7              | 807               | 115.29                                       | 269.00     | 269.00                  | #DIV/0!                             | #DIV/0!            | 807.00         | #DIV/0!       | #DIV/0!             |
| Perry       | 4          | 7                       |                                     |                    | 1              |               |                     | 12             | 781               | 65.08  | 195.25     | 111.57                  | #DIV/0!                             | #DIV/0!            | 781.00         | #DIV/0!       | #DIV/0!             |
| Pike        |            | 6                       |                                     |                    |                |               |                     | 6              | 1001              | 166.83                                       | #DIV/0!    | 166.83                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Porter      | 23         | 19                      |                                     |                    | 2              |               |                     | 44             | 4765              | 108.30                                       | 207.17     | 250.79                  | #DIV/0!                             | #DIV/0!            | 2382.50        | #DIV/0!       | #DIV/0!             |
| Posey       | 2          | 8                       |                                     |                    |                |               |                     | 10             | 788               | 78.80  | 394.00     | 98.50                   | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Pulaski     |            | 2                       |                                     |                    | 1              |               |                     | 3              | 528               | 176.00                                       | #DIV/0!    | 264.00                  | #DIV/0!                             | #DIV/0!            | 528.00         | #DIV/0!       | #DIV/0!             |
| Putnam      | 2          | 6                       |                                     |                    | 1              |               |                     | 9              | 1339              | 148.78                                       | 669.50     | 223.17                  | #DIV/0!                             | #DIV/0!            | 1339.00        | #DIV/0!       | #DIV/0!             |
| Randolph    | 2          | 15                      |                                     |                    | 1              |               |                     | 18             | 1097              | 60.94  | 548.50     | 73.13                   | #DIV/0!                             | #DIV/0!            | 1097.00        | #DIV/0!       | #DIV/0!             |
| Ripley      | 6          | 12                      |                                     |                    |                |               |                     | 18             | 1047              | 58.17  | 174.50     | 87.25                   | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Rush        | 1          | 5                       |                                     |                    |                |               |                     | 6              | 714               | 119.00                                       | 714.00     | 142.80                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Scott       | 8          | 11                      |                                     |                    | 1              |               |                     | 20             | 1555              | 77.75  | 194.38     | 141.36                  | #DIV/0!                             | #DIV/0!            | 1555.00        | #DIV/0!       | #DIV/0!             |
| Shelby      |            | 6                       |                                     |                    | 2              |               |                     | 8              | 1947              | 243.38                                       | #DIV/0!    | 324.50                  | #DIV/0!                             | #DIV/0!            | 973.50         | #DIV/0!       | #DIV/0!             |
| Spencer     | 1          | 6                       |                                     |                    | 2              |               |                     | 9              | 756               | 84.00  | 756.00     | 126.00                  | #DIV/0!                             | #DIV/0!            | 378.00         | #DIV/0!       | #DIV/0!             |
| St. Joseph  | 16         | 33                      |                                     |                    | 3              |               |                     | 52             | 10623             | 204.29                                       | 663.94     | 321.91                  | #DIV/0!                             | #DIV/0!            | 3541.00        | #DIV/0!       | #DIV/0!             |
| Starke      | 5          | 4                       |                                     |                    | 1              |               |                     | 10             | 1058              | 105.80                                       | 211.60     | 264.50                  | #DIV/0!                             | #DIV/0!            | 1058.00        | #DIV/0!       | #DIV/0!             |
| Steuben     | 6          | 9                       |                                     |                    | 1              |               |                     | 16             | 1120              | 70.00  | 186.67     | 124.44                  | #DIV/0!                             | #DIV/0!            | 1120.00        | #DIV/0!       | #DIV/0!             |
| Sullivan    | 2          | 6                       |                                     |                    |                |               |                     | 8              | 821               | 102.63                                       | 410.50     | 136.83                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!       | #DIV/0!             |
| Switzerland | 1          | 4                       |                                     |                    | 1              |               |                     | 6              | 378               | 63.00  | 378.00     | 94.50                   | #DIV/0!                             | #DIV/0!            | 378.00         | #DIV/0!       | #DIV/0!             |

| County                                 | Ambulatory | Ambulatory / Wheelchair | Ambulatory / Wheelchair / Stretcher | Basic Life Support | Non-Contracted | Stretcher Van | Wheelchair Lift Van | Total Vehicles | Capitated Members | member :<br>vehicle ratio<br>for all<br>vehicle<br>types | Ambulatory    | Ambulatory / Wheelchair | Ambulatory / Wheelchair / Stretcher | Basic Life Support | Non-Contracted | Stretcher Van  | Wheelchair Lift Van |
|--|------------|-------------------------|-------------------------------------|--------------------|----------------|---------------|---------------------|----------------|-------------------|--|---------------|-------------------------|-------------------------------------|--------------------|----------------|----------------|---------------------|
| Tippecanoe                             | 24         | 27                      |                                     |                    | 2              |               |                     | 53             | 5602              | 105.70   | 233.42        | 207.48                  | #DIV/0!                             | #DIV/0!            | 2801.00        | #DIV/0!        | #DIV/0!             |
| Tipton                                 | 1          | 2                       |                                     |                    |                |               |                     | 3              | 436               | 145.33   | 436.00        | 218.00                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!        | #DIV/0!             |
| Union                                  |            | 11                      |                                     |                    |                |               |                     | 11             | 291               | 26.45  | #DIV/0!       | 26.45                   | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!        | #DIV/0!             |
| Vanderburgh                            | 14         | 36                      |                                     |                    | 2              |               |                     | 52             | 9015              | 173.37   | 643.93        | 250.42                  | #DIV/0!                             | #DIV/0!            | 4507.50        | #DIV/0!        | #DIV/0!             |
| Vermillion                             | 5          | 7                       |                                     |                    | 1              |               |                     | 13             | 696               | 53.54  | 139.20        | 99.43                   | #DIV/0!                             | #DIV/0!            | 696.00         | #DIV/0!        | #DIV/0!             |
| Vigo                                   | 14         | 21                      |                                     |                    | 2              |               |                     | 37             | 5468              | 147.78   | 390.57        | 260.38                  | #DIV/0!                             | #DIV/0!            | 2734.00        | #DIV/0!        | #DIV/0!             |
| Wabash                                 | 5          | 2                       |                                     |                    |                |               |                     | 7              | 1420              | 202.86   | 284.00        | 710.00                  | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!        | #DIV/0!             |
| Warren                                 |            | 4                       |                                     |                    |                |               |                     | 4              | 238               | 59.50  | #DIV/0!       | 59.50                   | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!        | #DIV/0!             |
| Warrick                                | 10         | 29                      |                                     |                    | 2              |               |                     | 41             | 2182              | 53.22  | 218.20        | 75.24                   | #DIV/0!                             | #DIV/0!            | 1091.00        | #DIV/0!        | #DIV/0!             |
| Washington                             |            | 6                       |                                     |                    | 1              |               |                     | 7              | 1322              | 188.86   | #DIV/0!       | 220.33                  | #DIV/0!                             | #DIV/0!            | 1322.00        | #DIV/0!        | #DIV/0!             |
| Wayne                                  | 10         | 30                      |                                     |                    | 2              |               |                     | 42             | 4001              | 95.26  | 400.10        | 133.37                  | #DIV/0!                             | #DIV/0!            | 2000.50        | #DIV/0!        | #DIV/0!             |
| Wells                                  | 1          | 25                      |                                     |                    |                |               |                     | 26             | 1134              | 43.62  | 1134.00       | 45.36                   | #DIV/0!                             | #DIV/0!            | #DIV/0!        | #DIV/0!        | #DIV/0!             |
| White                                  | 5          | 7                       |                                     |                    | 1              |               |                     | 13             | 870               | 66.92  | 174.00        | 124.29                  | #DIV/0!                             | #DIV/0!            | 870.00         | #DIV/0!        | #DIV/0!             |
| Whitley                                | 2          | 12                      |                                     |                    | 1              |               |                     | 15             | 907               | 60.47  | 453.50        | 75.58                   | #DIV/0!                             | #DIV/0!            | 907.00         | #DIV/0!        | #DIV/0!             |
| <b>All Counties &amp; All Vehicles</b> | <b>709</b> | <b>1417</b>             | <b>0</b>                            | <b>0</b>           | <b>93</b>      | <b>0</b>      | <b>0</b>            | <b>2219</b>    | <b>273136</b>     | <b>123.09</b>  | <b>385.24</b> | <b>192.76</b>           | <b>#DIV/0!</b>                      | <b>#DIV/0!</b>     | <b>2936.95</b> | <b>#DIV/0!</b> | <b>#DIV/0!</b>      |